

## Questions - RFP 10-97

- Q1. What are the current staffing levels for the Help Desk? Have these levels been adequate?
- A1. At least 2 people...1- 24 hrs on call. Expected to grow to 3 or 4 with the new software rollout.
- Q2. Can you advise on what development items are mandatory for year one versus follow-up years?
- A2. All new development is a part of year 1.
- Q3. How will transition be handled from the current vendor for each component? Can you advise on what phase each component will be at for turnover? Which items would be in design, development, test, or ready for prod and what would be the timing on transition?
- A3. Vendor will turn over all source code and provide answers to written questions as needed. All existing systems are complete and all new systems are still in the design stage.
- Q4. Are all items on the SOW included or can these broken down to phases?
- A4. See A2. We will prioritize these new development items within year 1.
- Q5. From SOW Page 5 i) – What are current licensing costs for Fogbugz and will the current licensing model remain in place?
- A5. Vendor provides access to all help desk/support tools under the current contract. Vendor will continue to assume all costs for necessary tools.
- Q6. From SOW Page 5 j) – What are the business critical SLA timeframes for the system – Do SLAs vary based on time of day and different periods of the year or critical business processes?

A6. Any components that are provided or hosted by vendor should have a 99% uptime, year-round.

Q7. From SOW Page 4 h) – Will licensing including additional users be covered outside of the scope of the project? What are the software and hardware requirements for Bomgar? Is the hardware available for repurpose if another package is selected?

A 7. See A5. Vendor will provide access to all hosted services for at least 10 licensed users.

Q8. From SOW Page 6 c) – Is there a detailed listing of the markers that would be most likely candidates for markers with reporting and rollups? Are all these mandatory in the initial project or would some be implemented over renewal years?

A8. All markers specified in the SOW are mandatory in year 1. Additional items will be identified on an ongoing basis and given to the vendor.

Q9. From SOW Page 6 d) – Will CHE assist in the coordination and management of the private / external groups to ensure complete capture of the data from these groups?

A9. No.

Q10. Are there further details on the requirements for these features including report needs? Is this feature planned for one or multiple phases?

A10. We do not have further detail on the report needs at this time. There are probably 75 or more reports that will be needed, but many of them may be able to be re-used from the current system. All of these reports will be needed during year 1, and there will be additional reports needed during subsequent years.

Q11. How are requests from users managed? Is there a central change control board and related steering functions for the program? Is there an existing change control process that we can review to verify similarity / differences with our processes?

A11. They are entered directly into the current, vendor-provided ticketing system. The ticketing system provides a "customer" portal for end users to enter tickets for themselves. DWD staff provides change control and steering functions and assign items to the vendor as needed.

Q12. How is testing conducted? Are there users dedicated to release testing? Are there internal QA staff that work functional and system testing when there's a need for more formal rollouts?

A12. DWD provides a test environment and DWD staff tests all releases/updates before release. Vendor is still responsible for internal testing.

Q13. There's mention of "multiple years" of support but the contract is only for one year. Does this mean we should consider a multi-year plan with the RFP assuming more years of funding, especially considering new development? Would it make sense to consider support as a "semi-fixed" cost for each of the 3 years, but there would be additional costs for development that spans 1-3 years? Is it feasible to get all development done in 1 year?

A13. Everything needs to be done in year one. There may be renewable elements in subsequent years.

Q14. Help Desk Support Site - Can we choose any help desk software, open source or purchased – is there a preference on software or standard we need to consider on the software used?

A14. We have a preference for the ones we use now called FogBugz/Bomgar, but this could be changed if we are in agreement to the new choice.

Q15. Can you provide metrics of what the ticket turn is per month, both with number of tickets and hours of effort? Do you expect these same patterns to be consistent with the new system?

A15. The current system has been in maintenance mode for a few years so now the number of tickets are reduced. Maybe 15-20 per month. Under the new contract we expect a large increase.

Q16. From SOW Page 4 e) – Are there report mockups / examples from the current system; are all the guidelines for the reporting requirements detailed at the nrsweb site?

A16. Most of the ABE requirements are detailed on the NRS website...there will be other State requirements identified.

Q17. From SOW Page 4 g) – We believe that the data warehouse will remain in SQL 2008. Based on this, is there significant work for ETL that may today be using replication and SQL Server specific interchange vs. future needs from Oracle to SQL? Are there ERDs or data models we can use in our initial reviews?

A17. We do not believe at this time that Oracle will be used...so no migration should be needed.

Q18. From SOW Page 6 a) – On the InTERS client – Can we get more architectural detail on the Windows based executable and underlying implementation for Web services to implement the business logic tier? Does IOT have a governance vehicle for SOA and XML standards across departments we can use as a basis for standard interfaces?

A18. The current vendor had suggested a design for the new system. As a part of the rfp response a plan should be identified. IOT has no governance vehicle for SOA or XML standards.

Q19. Are there additional analysis/design documents for the planned or existing system that can be used for reference in our RFP response?

A19. No.

Q20. InTERS Desktop software:

- Any documentation available of current business rules?
- What is the version of .NET used?
- What are the desktop operating systems supported?
- What are the server operating systems?

A20. DWD has access to all current source code which is written in visual basic .net. We currently support Windows XP and higher.

Q21. Teacher enrollment website - What is the website written in? ASP, ASP .NET or Java etc..?

A21. ASP.net

Q22. Federal reporting Web Client/Software - Reporting server - SRS, Oracle or other?

A22. SQL Server 2008.

Q23. How many system users would there be to start? How much is that expected to grow?

A23. Around 170 to start. That number will probably at least double during the next couple of years.

Q24. What is the typical call volume?

A24. Average of 10 calls per day.

Q25. How many calls are typically received outside of normal working hours?

A25. 1-2 per day on average.

Q26. From what locations might the calls be coming?

A26. The DWD office, and occasionally from the field.

Q27. What sort of emergency issues might be expected? Examples, please.

A27. Data synchronization issues, software issues that need to be corrected before the next days business, problems with database consistency and reporting issues. Most issues are SQL related. Some issues require new patches or updates to the software for the next morning.

Q28. Would on-site support be required?

A28. Rarely

Q29. Are there any peak periods during which higher-than-normal call volume could be expected?

A29. Beginning of school year, end of school year and the end of the calendar year.

Q30. What are the current resource requirements to support this system, from Help Desk to application development?

A30. Vendor provides tech support in DEV requirements. The requirements are based upon vendor chosen tools. Maintenance on the existing system requires Visual Studio .net 2003.

Q31. Is there a current support knowledge base that could be provided?

A31. A limited base would be available.

Q32. How well are the systems documented?

A32. DWD only has access to the source code.

Q33. What is the possibility of hiring from the current support team?

A33. Current vendor has expressed no desire for that.

Q34. Were there any process methodologies utilized in the development and maintenance of this system?

A34. Vendor dependent, DWD has been insulated from this.

Q35. Is there an internal process methodology that will be expected to be followed?

A35. No.

Q36. Is there a list of current issues/modifications/enhancements that need to be addressed? Can we see it?

A36. Yes, see Attachment 1 to this Q&A document.

Q37. How often would there be new releases of the systems (other than emergency fixes)?

A37. In the past, one per month.

Q38. At what level would we get requirements for modifications and enhancements?

A38. These are submitted through the ticket tracking system.

Q39. Where will functional testing occur; at the State or at the Vendor?

A39. Vendor should provide its own testing but DWD will test all releases also before release.

Q40. On page 1 of Attachment C, it indicates that the vendor needs to come up to speed and take over support within 30 days. What will be the availability of the current support vendor during

that 30 days? Will the current support vendor be available in at least a partial capacity beyond the 30 days?

A40. The current vendor would be available as long as they are under contract with the State (we are planning on this being through Dec. 31, 2010).

Q41. On page 2 of Attachment C, it indicates that the existing vendor is currently in development of new features and bug fixes for the InTERS Desktop Software. How large of an effort (in terms of man-hours) was this work planned to be and how far into that effort is the existing vendor?

A41. There is approx. 200-300 man hours remaining on current list of items in ticketing system.

Q42. On page 3 of Attachment C, it says the vendor is responsible for hosting the Teacher Enrollment Website. Does this mean the vendor is responsible for managing the hosting of the Website or that the vendor will need to physically host the Website themselves? Where is it currently hosted? Same questions for the Auto Update Web Service.

A42. Vendor will no longer be responsible for this hosting.

Q43. On page 6 of Attachment C, it says the Postsecondary Web Client interface will need to be build from the ground up. Have requirements already been defined and has the project been estimated?

A43. The requirements have not been fully defined. We have the existing database; will need to build screens for the tables. No further estimating has been done.

Q44. Is it possible to get source code for the applications to be supported? What about documentation? Beyond seeing the source code, would it be possible to access any of these systems?



A44. The source code will not be provided. The inters program can be downloaded and installed from [www.inters-dwd.com/inters](http://www.inters-dwd.com/inters)  
I am uncertain about what is meant by documentation.

Q45. Are representatives from out-of-state companies, who wish to respond, be accommodated through a phone-in conference call in lieu of in-person participation in the pre-proposal conference scheduled on 7/19/10.

A45. The pre-proposal conference has already been held.

Q46. We understand that technical support/help-desk support can be handled remotely. Can we also assume that application development & data conversion efforts could be accomplished remotely?

A46. Yes

Q47. The budget of \$654,900 provided in the RFP – does it include all of the existing maintenance, new development efforts & annual yearly maintenance & support costs up to 4 additional years? Pls. explain & elaborate. It would help if break-up is available for existing & new development phases along with figures for annual maintenance.

A47. That is for the 1<sup>st</sup> year, but does include all new development outlined in the RFP. Additional years will be handled separately.

Q48. Please give us the details on team size and applications maintained which will help us in planning the transition. Please provide your current team numbers for:

- a) Employee vs. Contractor mix
- b) FTE (Full-time employees) Headcount currently supporting the application based on activity (maintenance, prod support, development, helpdesk)
- c) FTE split by in-scope technologies

d) FTE split by functional roles of current headcount  
(managers, leads, architects, developers, testers)

A48. For all of these the answer is: we have approx. 6-10 staff at DWD. We are not aware of the exact employment numbers for the current vendor.

Q49. Are there in-flight (ongoing) developments projects currently in progress that the vendor may be expected to participate/transition?

A49. The new vendor should only provide ongoing maintenance for current systems.

Q50. Is there a dedicated team for development projects, Maintenance & Support, Production Support, Helpdesk etc OR are the team members cross utilized?

A50. The DWD staff is cross-utilized.

Q51. Please give us the details of SLAs expected from vendor if it is defined already?

A51. See A6.

Q52. Please share the following details for each of these applications

- Application Size (in terms of Lines of code or function points or screens)
- criticality (high, medium, low)
- application stability
- Technical Complexity
- Functional Complexity
- Number of incidents by severity for last six month
- Number of enhancement by Simple/Complex for last six month

A52. An approximate number of screens/reports is included in the scope. The current solution is very stable; we are in a pure maintenance cycle with occasional addition of new data fields. See Q91.

Q53. How often the software is released?

A53. Currently, around 1 time per month.

Q54. Are there any development and support environments which exist or they all are on one environment? How does expect the vendor to manage these environments? Will the vendor need to budget for and manage these environments or they can use existing environment?

A54. All hosted environments will be moved to the state in the next month or so. Vendor is only responsible for tech support systems such as ticketing and remote access.

Q55. How complete is User and Technical documentation? Are there

- e) Technical environment plans / Operation Support Manuals?
- f) Configuration management tools and Configuration management plans?
- g) Existing Document templates?
- h) Application Functional Specifications?

A55. We have some of the above, but none have been updated recently.

Q56. What are the third party tools used in the InTERN desktop software, Teacher Enrollment website applications?

A56. Development requires Microsoft Visual Studio 2003 .NET using Visual Basic .NET. The client requires the following components: Janus Grid, Bennet Tec TList, Active Reports .NET, and Spell for .NET. The current teacher website is written the VB.NET using ASP. A component Janus Grid ASP is used. The Sync and Fed Reports clients/servers are written in Delphi 2006, using components from TMS Software, Quick Reports, and Report Builder.

Q57. What is the current size of the MS SQL database? Number of tables, stored procedures etc.

A57. 7 Gig, greater than 360 Tables, greater than 1200 stored procedures.

Q58. Does DWD have any restrictions on performing the work from offshore locations outside US?

A.58 Yes. We don't want the contractor or a subcontractor to be offshore.

Q59. Can the applications hosting be subcontracted to an Internet Service Provider location?

A59. This has all been moved to the State.

Q60. What's` the size of the current Central Transfer Server Data warehouse?

A60. See A59.

Q61. Any sensitivity around accessing the data for support/maintenance outside United States?

A61. See A58.

Q63. How many of these applications currently use Oracle?

A63. None. We are not planning to use any Oracle components.

Q64. Would the vendor fees needs to be reduced as more DWD staff get trained on the systems?

A64. Yes. The plan is to eliminate a need for a vendor after 3 years.

Q65. What kind of support timings is anticipated? Can it be beyond Mon- Friday Central Time business hours?

A65. 24/7.

Q66. Is the vendor responsible for software license e costs for Microsoft/ Bomgar etc?

A66. Yes.

Q67. What notice period needs to be provided for resource change by the vendor?

A67. At least 30 days.

Q68. What kind of work facilities would be provided to Vendor staff at DWD location?

A68. This can be provided if needed.

Q69. Would any visits to DWD offices be reimbursed?

A69. No, all travel related costs must be included in hourly rates.

Q70. We understand that technical support/help-desk support can be handled remotely. Can we also assume that application development & data conversion efforts could be accomplished remotely?

A70. Yes.

Q71. Will the incumbent technology provider for the InTERS system be eligible to submit a proposal?

A71. Yes

Q72. Is experience with InTERS a required pre-requisite to submitting a proposal?

A72. No

Q73. Are there any restrictions regarding the utilization of non-Indiana based firms on this specific project?

A73. No

Q74. Page 2 of RFP-10-97 states:

"The purpose of this RFP is to select a vendor that can satisfy the State's need for software development, maintenance, and support services. It is the intent of the DWD to contract with a vendor that provides quality software development, maintenance, and support services for the DWD Career and Technical Education Division."

Does this mean only firms **currently** providing these services to DWD Career and Technical Education Division may submit responses to RFP-10-97?

A74. No

Q75. On the InTERS download site (<http://www.inters-dwd.com/inters/Tools/default.htm>) it mentions to contact **PLEASE E-MAIL QUESTIONS, COMMENTS OR TECHNICAL ISSUES TO:** [teched@dwd.state.in.us](mailto:teched@dwd.state.in.us) or [steve@scherb.com](mailto:steve@scherb.com). Please explain the non-Indiana contact?

A75. That is a contact for the current vendor.

Q76. Page 2 of the Statement of Work states that "Vendor will be responsible for technical support via email and phone for DWD staff as end users encounter problems. What are the hours of operational support required? What if any requirements are there for provision of a toll free support line?

A76. 24/7. There is no requirement/provision for toll free.

Q77. Will the list of pre-proposal conference attendees be posted on the [www.idoa.IN.gov](http://www.idoa.IN.gov) website?

A77. The list of pre-proposal conference attendees is posted on the IDOA website.

Q78. What, if any, changes does your organization foresee regarding the direction of the project? (budget, schedule, technology, internal support etc.)

A78. There could be changes with any of the requirements at any time.

Q79. Are there any current application restrictions regarding ownership, modification, or access rights to InTERS?

A79. No.

Q80. The RFP specifies a maximum spend of \$654,900. Could you provide details on how this year one (1) budgetary limit was arrived at?

Q80. This estimate was based off of current contract expenditures. This is the rfp baseline cost estimate for contract year 1.

Q81. Is a "hand-off" or "transition" envisioned with the vendor currently providing technical support including bug fixes and patches? Is it possible to review the current InTERS bug log now?

A81. The current vendor would be available as long as they are under contract with the State (we are planning on this being through Dec. 31, 2010). The current InTERS bug log is Attachment 1 to this Q&A document.

Q82. What are the top 3 concerns of the organization regarding the InTERS project?

A82. data quality for Fed reporting, end user satisfaction, reduction of needed vendor support.

Q83. Since a new software support organization would be taking over software code produced by someone else, can the State provide a copy of the software for review prior to the bid due date? I have recently seen that happen with another RFP as long as the prospective vendor signs a non-disclosure agreement.

A83. No

Q84. How many copies of the software have been distributed including the copy the State has?

A84. 2 copies of the source code

Q85. Is the State, via IOT, planning on hosting the data that is transferred to the them, including backup and disaster recovery?

A85. Yes.

Q86. Has the latest data requirements such as the July 1, 2010 requirement, for Race and Ethnicity been completed by the current vendor?

A86. No. Changes are expected.

Q87. Are all requirements up to date and can a new provider assume that all data requirements are up to date at time of transfer?

A87. No. There are requirement changes ongoing.

Q88. Is there a requirement for having some, all, or any staff located at the state site?

A88. No.

Q89. Is there a requirement for the current vendor to assist with any transition and if so, to what extent could a new provider expect assistance?

A89. The current vendor would be available as long as they are under contract with the State (we are planning on this being through Dec. 31, 2010).

Q90. System wise indicate the vendors supporting the application and product and number of consultants on-site supporting the Application?

A90. One vendor supports the application; no vendor staff are on-site.

Q91. System wise Number of tickets logged - As on date, number of open tickets and the average turn around time?



A91. 160 tickets have been entered in the system since the beginning of the current school year (2009-2010 school year).

Q92. For new development Oracle is to be used and move the existing SQL server to Oracle. Our understanding is "Is to migrate to Oracle for InTERS Web client solution"?

A92. we are no longer planning to use Oracle.

Q93. Any new features and enhancements should be applied to new web based solution as well?

A93. yes.

Q94. Number of known bugs within the current System?

A94. Less than 50.

Q95. Please elaborate the number of Users on peak usage on the InTERS Web Client system?

A95. The future system could have upwards of 400 simultaneous users.

Q96. What is the projected number of training sessions per month?

A96. As needed.

Q97. What is the type of support required for hardware maintenance?

A97. None.

Q98. Pending Major/Minor Enhancement requests as of date?

A98. Less than 10.

Q99. Number of schools that will be supported within the system and will this be for Indiana only?

A99. Only Indiana. All secondary, ABE and WorkOne locations, and some Post Secondary institutions.

Q100. The scope of InTERS Desktop software migration to Web based client is to move 440 reports and 1070 VB source file (the interface)?

A100. Yes.

Q101. What is the current status of the migration from desktop version to InTERS Web based client, project?

A101. Design phase.

Q102. There are a total of 1070 VB source files and 440 reports, what is the percentage of VB source file and reports that are obsolete today?

A102. DWD has not reviewed this.

Q103. What is the estimated number of new features addition on to InTERS Desktop version? The selected vendor will be responsible to add this new feature on to InTERS Web client?

A103. Several new features will be added and yes.

Q104. What is the number of open issues in the current InTERS software

A104. Less than 10.

Q105. Teacher enrollment web site accesses the centralized database - please elaborate the overlap functionality or integration point between InTERS Desktop/Web client and Teacher enrollment website.

A105. The teacher website is a subset of inters...using the same database.

Q106. Auto update web service will not be required once the InTERS web client is fully implemented?

A106. Not required.

Q107. InTERS synchronize client software will not be required once the InTERS web client is fully implemented?

A107. Not required.

Q108. Web import application of local student management system will be ready by Sept 2010

A108. No.

Q109. Our understanding is "Central server integration with DOE database, Data from separate DOE database will be integrated with InTERS Database"?

A109. Yes.

Q110. Post secondary web client will be used to collect the data into federal post reporting system, Is federal post reporting database different from InTERS central database?

A110. Yes.

Q111. What is the age of existing systems in months?

A111. 72 months.

Q112. Remote Desktop Support solutions - Is the system from Bomgar owned by the State? Please clarify " The vendor will provide any software and hardware for the new chosen system" under section H.

A112. Bomgar is not owned by the State. The vendor will provide any external software purchases.

Q113. The selected vendor will continue to use Fogbugz project management system for which the state has license to use?

A113. Fogbugz is preferred but not required. The vendor will provide the license. The State does not have a license for this product.

Q114. How many test environments are present currently. What is the expected frequency for getting the data from production.

A114. One test environment. As needed.

Q115. Kindly indicate the hardware/software (DB/Application server, monitoring tools, OS etc.) for which the support from vendor is no longer available?

A115. None.

Q116. Kindly list all Infrastructure - vendors. Will the selected vendor responsible for managing this partners?

A116. Currently a single vendor.

Q117. The current Vendor eligible to bid on this RFP?

A117. Yes

Q118. What amount of time/support would be provided by the outgoing vendor? What kind of artifacts would be provided during Knowledge Transfer process?

A118. The current vendor would be available as long as they are under contract with the State (we are planning on this being through Dec. 31, 2010).